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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
10/032,967	10/26/2001	2152	460	01-PAN-04	19	30	3

RECEIVED MAR 9 2002

CONFIRMATION NO. 8713

FILING RECEIPT



OC000000007538578

Larson & Associates, P.C.
221 East Church Street
Frederick, MD 21701-5405

Date Mailed: 02/26/2002

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Earl D. Cox, Chapel Hill, NC;

Domestic Priority data as claimed by applicant

THIS APPLN CLAIMS BENEFIT OF 60/243,469 10/27/2000

Foreign Applications

If Required, Foreign Filing License Granted 02/26/2002

Projected Publication Date: To Be Determined - pending completion of Missing Parts

Non-Publication Request: No

Early Publication Request: No

**** SMALL ENTITY ****

Title

Behavior experts in e-service management

Preliminary Class

709

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Technology Center 2100

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Title 35, United States Code, Section 184
Title 37, Code of Federal Regulations, 5.11 & 5.15

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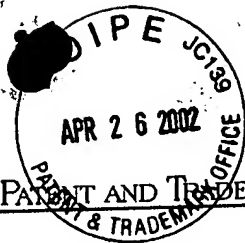
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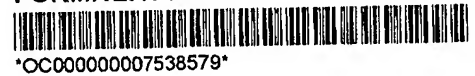
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/032,967	10/26/2001	Earl D. Cox	01-PAN-04

CONFIRMATION NO. 8713

FORMALITIES LETTER



OC00000007538579

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221 East Church Street
Frederick, MD 21701-5405

Date Mailed: 02/26/2002

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

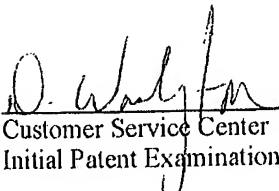
FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$65 for a small entity in compliance with 37 CFR 1.27, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 65.

*A copy of this notice **MUST** be returned with the reply.*


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PART 2 - COPY TO BE RETURNED WITH RESPONSE

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April 24, 2002



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Re: Application # 10/032,967

Dear Sir or Madam:

Enclosed please find the following:

- Notice of Missing Parts,
- Declaration for Patent Application with the signature of sole inventor Earl Cox.
- Check for \$65.00.

This is being submitted for a small entity. Please contact me directly at 410-904-8696 as soon as possible if there is any question concerning this submission.
Thank you for your attention to this matter.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Pauline A. Constantino".

Pauline A. Constantino
General Counsel

Enclosures